



Able Opportunities, Inc.

**Leveling the playing field for equal opportunity, economic power,
independent living & inclusive communities**

www.ableopps.com

Person-Centered to Person-Driven

**Successful, Innovative Accommodations
Elevating Services from Compliance to Alliance**

Jennifer White, CEO

206-406-9900

jennifer@ableopps.com



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History of Oppression

**Target Groups,
traditionally challenged
to get equal access to
rights and freedoms are
defined by:**

- **Gender**
- **Race**
- **Disability**
- **Religion**
- **Sexual Orientation**
- **Ethnicity**
- **Class**
- **Education**

**"Beyond Inclusion,
Beyond Empowerment"
by Leticia Nieto**

- We work in a field of social justice. We need to consider how systemic oppression impedes efforts.
- We are still learning. Perspective: when I was in school, special education was a room down the hall. When my mom was in school, special education was in a different building. When my grandmother was in school, there was no special education.
- We are working together to set the bar in the right place. How do we keep going, to continue to create innovative accommodations and invest in the time it takes to set the bar higher?
- We don't want to drag the same problems forward using higher tech tools to reinforce compliance based strategies. How do we become allies to the people we support? How do we consider our second customer, the employer?

If a house collapsed in on a child, all of us would come running with pitchforks and shovels. No one would stop digging until the child was found. That is our task here, to keep digging until we find the child.

– Dr. J. Julian Chisholm
Helen Keller's doctor

We apply this perspective to every one we work with. Our job is to level the playing field with innovative accommodations, using them like pitchforks to lift the rubble of institutionalized oppression. We can not stop digging until we find the person.

Modality Loss / Processing Loss

Mind Deafness / Mind Blindness

- **The Mind as a File Cabinet:
Category/Relatedness**
- **Most of what we know we learn
incidentally, Risely & Hart**
- **Sugata Mitra, studies in motivation
driven learning...without teachers**
- **Accessibility of a model,
emphasizing a tactile / kinesthetic
dimension**
- **Approach and Model, how we
“knock on the door”**



Etiquette of Approach

- Learn how a person orients to interaction: Is it auditory, tactile or visual? A combination? Do they need extra processing time?
- Are you clearly communicating the expectations of the interaction before starting? Are you presenting a model?
- Are there sensory considerations?



The Three Minute Rule

The Gottman Institute



- **John & Julie Gottman, at the Gottman Institute, can determine with over 90% accuracy newlywed couples who will be heading to divorce. John has researched communication between couples for over 40 years.**
- **Their research shows that the first 3 minutes of communication, when stress is present in the topic, can predict the outcome of that communication. In other words how you approach the interaction influences its success.**



Naoki Higashida, “The Reason I Jump”



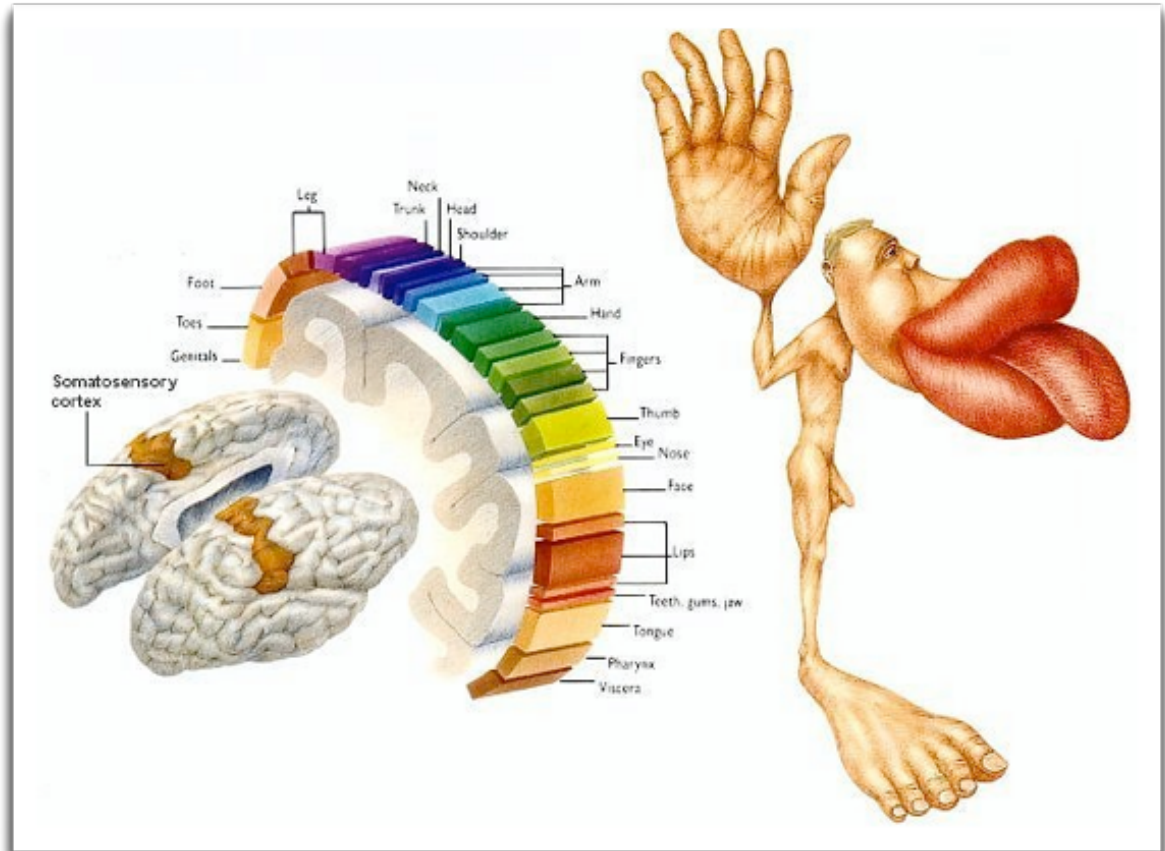
Question: “Why do you ignore us when we’re talking to you?”

Answer: “If someone is talking to me from somewhere far off, I don’t notice. You’re probably thinking, “same here”, yes? A major headache for me, however, is that even when someone is right here in front of me, I still don’t notice they’re talking to me.” ... “So it would help us a great deal if you would just use our names first to get our attention, before you start talking to us.”



Homunculus

- **Sensory Weight**
- **Startle Reflex**



*** First, we have to stop reaching in to the hand**

Picture Descriptions

- Sit facing your partner, one person facing the screen, the other facing the back of the room
- Without using language, describe the following pictures to your partner



* Neither person can talk, sign, mouth words, etc.





**The duck is
reaching for a fly.**

Mobile, Person-Centered, Picture Systems



- Teach individuals to take pictures of people / activities / places / objects; allow them to be as involved as they desire!
- Remove the memory card and place into portable printer. Or use a newer “Selfie” printer where you can send pictures directly from your phone.
- Caption photos and use them to tell stories across environments successfully - communicating about a recent event. Ex. Go to work with a captioned photo of an event from the weekend. This builds relationships with co-workers.
- Model this strategy until they naturally come forward. The 1st goal is for the team to model consistently.
- Use this system to capture food orders at a cafe to be modeled and reused by everyone.
- Next explore choice making.

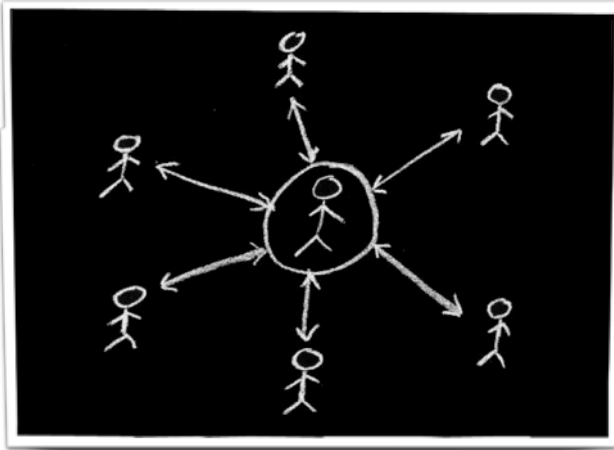


I rode horses everyday!



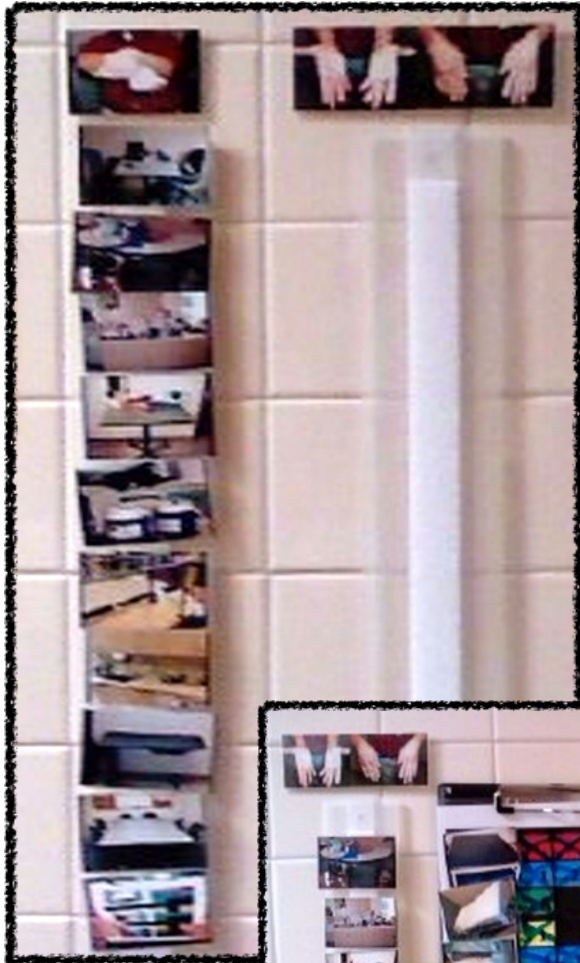
I'm a cowboy at heart!

**Because pictures can tell a story that
Reid's language can not...**



Use of this equipment allows an increase of communication and self determination. These skills transfer well to the worksite for employees to capture and track the schedule of their job tasks.

- **Storytelling captures photos like those in a photo album, with people in the picture**
- **A picture schedule for work is taken by the employee (supported as needed) following direct instruction from the employer. Photos include the view from the employee; a picture of the task itself, not the employee completing the task.**



➡ Job tasks are captured, printed and set in sequence. Here, the left strip orders job tasks, the right shows completed tasks. Note: vertical or horizontal systems can work.

➡ Concretize times when abstract decision making is required. Ex) The clipboard shown here tracks tasks that need to be completed in 3 patient rooms. If 1 of the rooms is busy, or if supplies run out, it must be completed later. We took a picture of the clipboard and trained to move it down the task list thru the shift until all boxes for each of the 3 rooms is checked off.



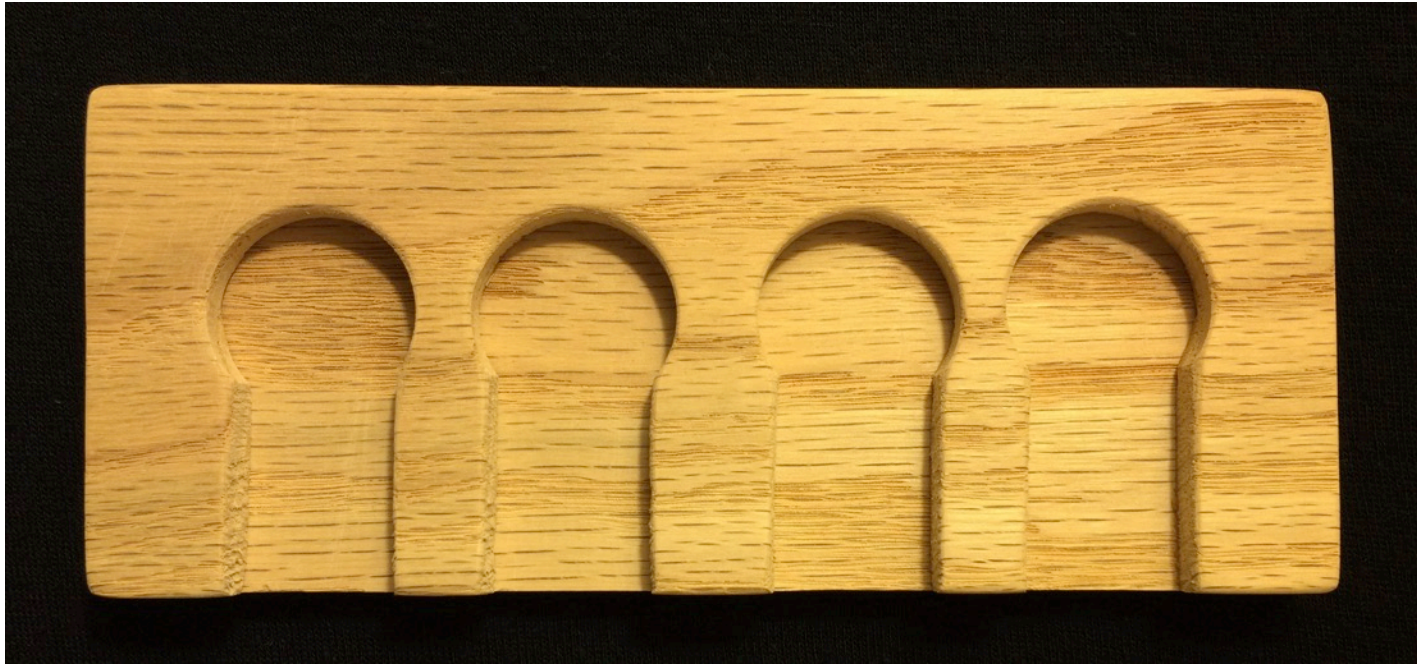


Once the job expanded into the busy Pediatric Rehab Department, tasks to sanitize and restock toys in various treatment rooms were too numerous to fit onto one schedule. We color coded rooms and outlined tasks in the color assigned to the room. In the main schedule was a picture of the room sign, then on the back of the door in each room was another strip with tasks to complete for the room.

Concrete Models of Money

- **Why do we work? What makes work different than other community activity and choices?**
- **How do we know we are contributing to the team? How do we measure or track our work tasks and performance? Where do we look to get measurements of progress and success? Who do we report to?**
- **How do we accommodate someone with a developmental disAbility to access this same information?**

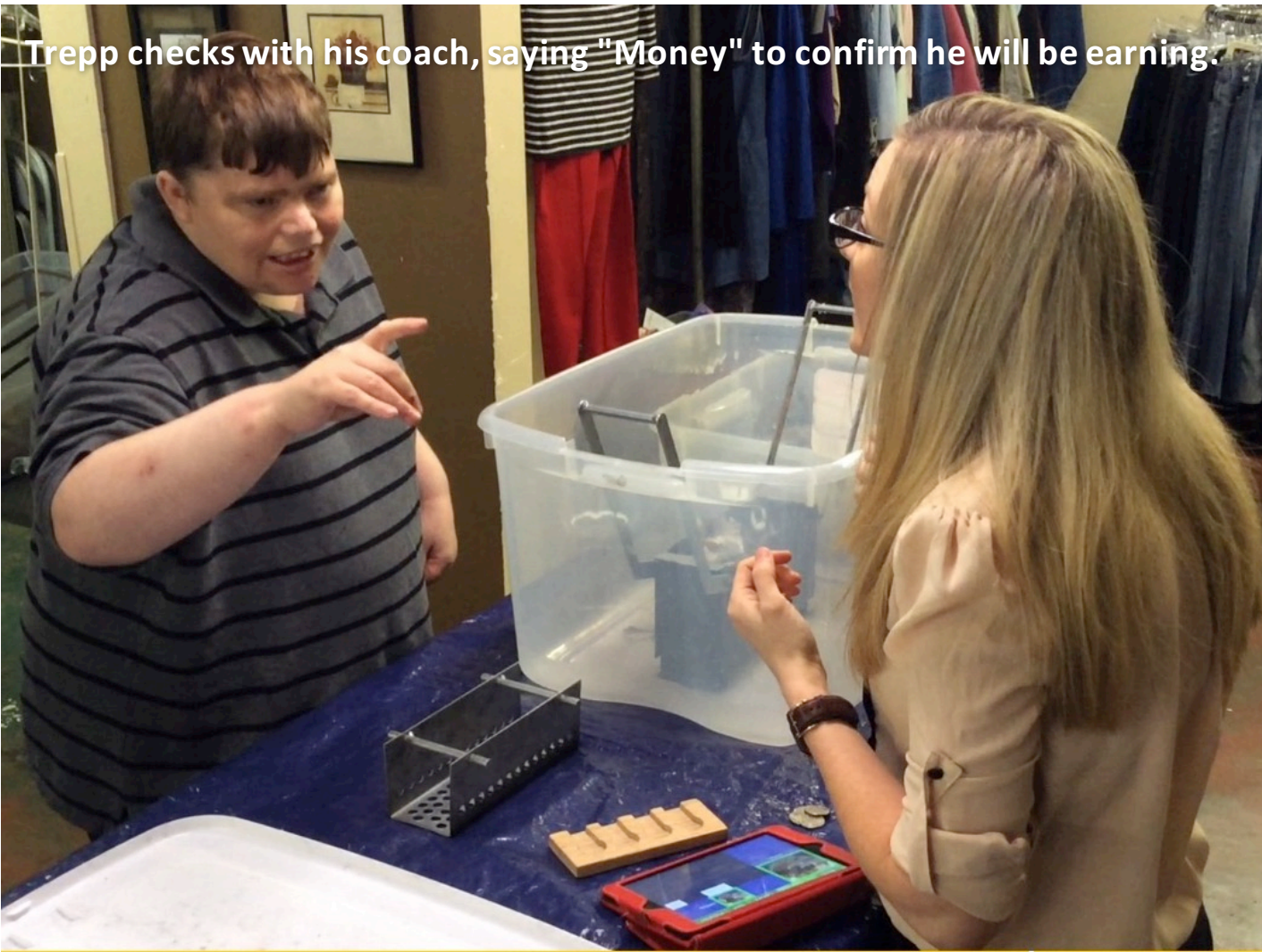




A Money Jig can be made for any combination of coin. This one holds four quarters. We shop at the dollar store for items to purchase with earnings. We find a community sponsor to donate \$200/year to allow someone to learn production = earnings.



A clear connection to earnings motivated Chris to increase his work speed to competitive employment rates.



Trepp uses the wA app & a money jig for concrete information about work expectations and earnings.



We develop successful
recruitment & retention
business models for hiring
people with disAbilities



**JOIN US
YOU'LL GET
WIN-WIN RESULTS**

Our collaboration with Harrison Medical Center has allowed us to attend to our second customer, the employer.

In addition to understanding their mission and values, we have developed business minded practices.



WIN Program

WIN, Work Independence Network, is an innovative collaboration between Harrison Medical Center, Kitsap County Developmental Disabilities and Able Opportunities, Inc. We develop successful recruitment & retention business models for hiring people with disabilities.



Job Development Using Cost Analysis

Nursing Floors

WIN supported employees assist nursing staff, allowing nurses to prioritize direct patient care. Pay for L.P.N, C.N.A, Office Clerk and WIN supported employees are listed below, providing a clear example of savings. A WIN supported employee working 12 hours/week can save this department up to \$23,000 over a five-year period.

	LPN	CNA	Office Clerk	WIN
Year One	\$ 16.66	\$ 13.44	\$ 12.40	\$ 9.55
Year Two	\$ 17.07	\$ 13.71	\$ 12.65	\$ 9.72
Year Three	\$ 17.50	\$ 13.99	\$ 12.90	\$ 9.90
Year Four	\$ 17.94	\$ 14.27	\$ 13.16	\$ 10.08
Year Five	\$ 18.39	\$ 14.55	\$ 13.42	\$ 10.26



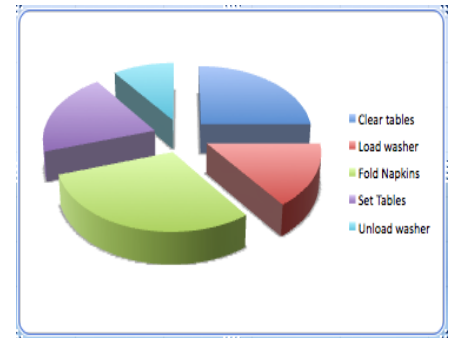
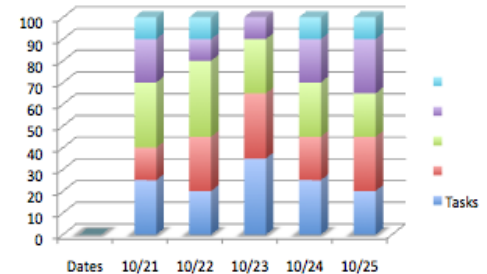
- Pitch to bottom line-budgets.
- We do not "carve" or even "customize".
- We offer cost saving business solutions.
- We are business efficiency specialists.

Created in the Numbers App (Apple's version of Excel)

Production Charts

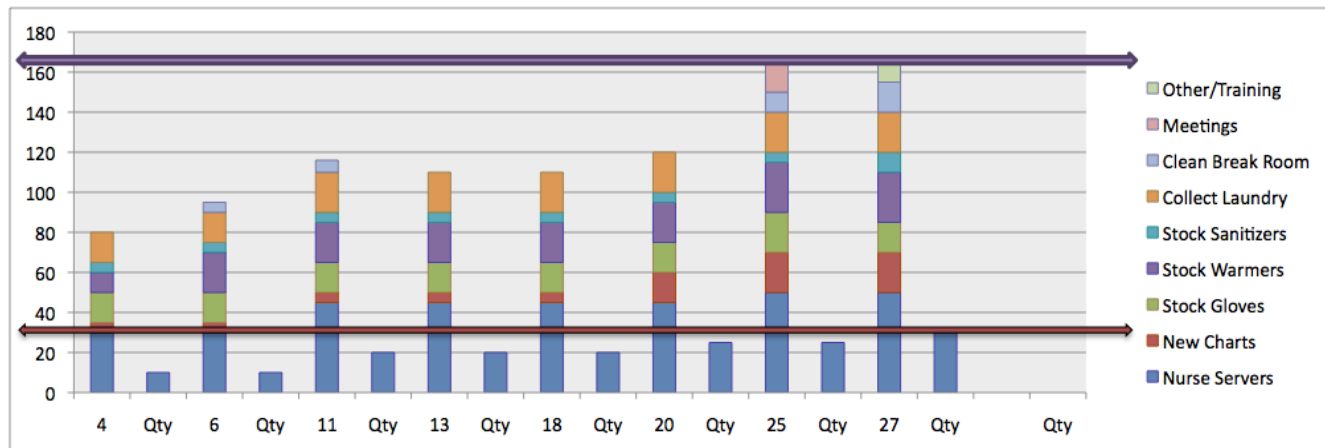
Production charts allow the employee with a disAbility to see the measure of their work production in concrete terms. Targets can be set on the graph by the employer to clarify work expectations.

- **Employers can communicate directly with their employee about work performance.**
- **Employees with disabilities have concrete information about work expectations.**
- **The graph can be printed or emailed directly to the employer, coach, or guardian.**



First, define what will be measured & what kind of chart will reflect this information.

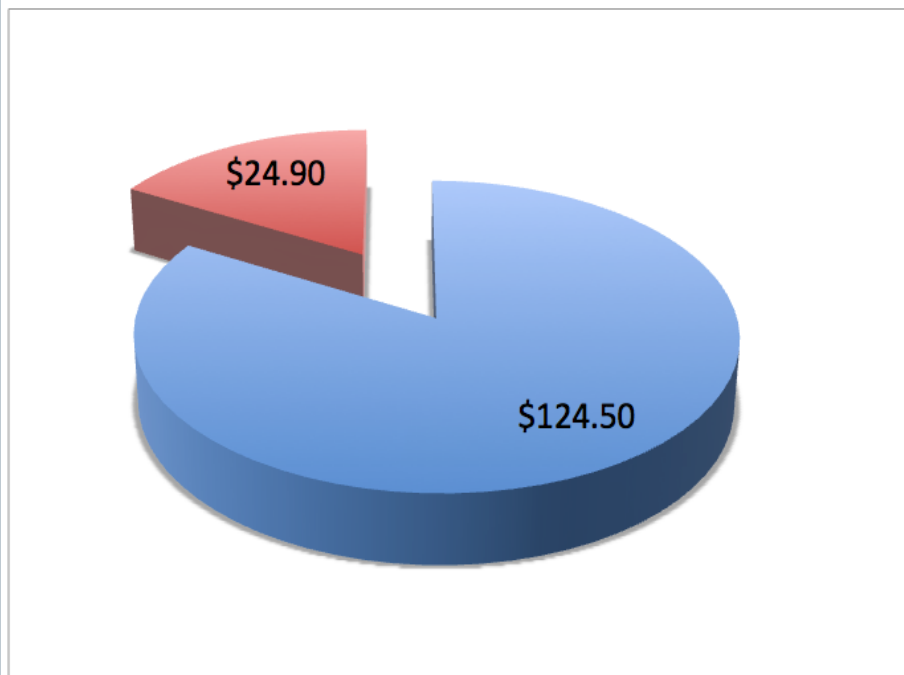
COMPANY NAME Production Tracking																	
Employee:			Shift: Tues & TH 10:00am-1:00pm														
10/01/11	4	Qty	6	Qty	11	Qty	13	Qty	18	Qty	20	Qty	25	Qty	27	Qty	Qty
Day	T		TH		T		TH		T		TH		T		TH		
Nurse Servers	30	10	30	10	45	20	45	20	45	20	45	25	50	25	50	30	
New Charts	5		5		5		5		5		15		20		20		
Stock Gloves	15		15		15		15		15		15		20		15		
Stock Warmers	10		20		20		20		20		20		25		25		
Stock Sanitizers	5		5		5		5		5		5		5		10		
Collect Laundry	15		15		20		20		20		20		20		20		
Clean Break Room			5		6								10		15		
Meetings													15				
Other/Training															10		
Unaccounted Time	85		70		49		55		55		45		0		0		165
Quantity		10		10		20		20		20		25		25		30	0



Production data is tracked on the job and auto feeds to this table. The graph immediately shows production flow. Employees hand this to their supervisor directly, allowing concrete discussion of expectations & goals.

A graph measuring earnings and lost wages is an option to provide concrete information about work choices.

Production = Earnings											
Name:											
MONEY EARNED / LOST											
Day	M	T	W	TH	F	M	T	W	TH	F	
Dec-12	17	18	19	20	21	24	25	26	27	28	minutes earnings
TOTAL MINUTES IN SHIFT	90	90	90	90	90	90	90	90	90	90	900 \$149.40
TOTAL MINUTES WORKED	60	60	60	60	80	80	80	90	90	90	750 \$124.50
Time Lost	30	30	30	30	10	10	10	0	0	0	150
Pay Lost @ \$10.00 / hour	4.98	4.98	4.98	4.98	1.66	1.66	1.66	0	0	0	24.9 \$24.90



\$24.90 =
Dinner for two at Olive Garden
Xbox Game
Movie night for 2

Teach to the Tool

- **How do we get out of the way? We need to ask this question regularly!**
- **Is an employee slow to pick up skill? Distracted? Lacking motivation?**
- **Is a parent perceived as "overly nervous" or "overbearing"?**
- **Is an employer close minded? Too busy? Giving you the brush off?**



These are the places we need to invent accommodations! What tool or accommodation will allow them to track or gain directly?

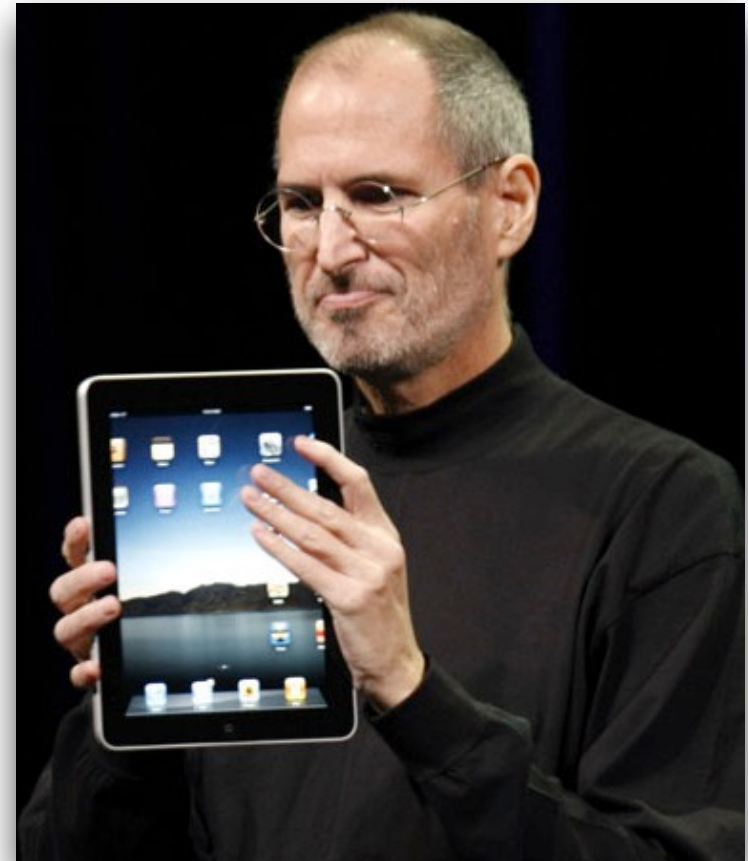
We put this line item into our staff meeting agenda: “How Do We Get Out of the Way, Shifting Compliance to Alliance” We train ourselves to examine every step of the process where we are cueing, tracking or communication on behalf of the customer/employee. We pay attention to areas where we are frustrated with the employee, family, or employer.

Questions to ask:

- Are we overworking our supports in order to keep a job?**
- Does the person have direct access to the information they need (data on performance, earnings)?**
- Can the employee communicate directly with the supervisor and coworkers (with or without accommodation)?**
- What accommodation tools exist or need to exist to build stronger direct relationship between employee and employer?**

Cause the times, they are a changin'...

- **Steve Jobs changed the game.**
- **From a 4 to \$ 6000 clunky device that can do one thing... to a device that can do thousands.**
- **The same device that's in the hands of the masses!**



High Tech- How do you use your smart device?

Normalize this experience for people with cognitive disabilities.

Contact - phone, FaceTime, other video calls

Tracking- calendar, task lists, addresses

Presentations- Keynote/PowerPoint

Documents- Pages/Word, Numbers/Excel

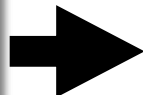
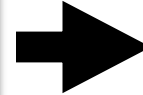
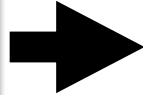
Mapping- maps, Keynote

Entertainment- streaming, games

Sharing- pictures, documents, screens...



First, play to learn how to touch and activate with different movement: puzzles, photo booth...



Pages for checklists, docs, etc.

iPad 9:31 PM


Documents Undo Transition Cklist

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TRANSITION CHECKLIST	
IDENTIFY YOUR TEAM	County DD. Employment Agency of your choice. School. players? Benefits Specialist?
GUARDIANSHIP	Ck with County DD for local resources. Payee? Medical?
IDENTIFICATION CARD	Washington State ID or Drivers License
SOCIAL SECURITY BENEFITS	Social Security Administration 1-800-772-1213 www.ssa.
CAREER EXPLORATION	Transition teacher, ODEP, Office of Disability Employer categories/youth, Employment Vendors
SELF DETERMINATION / SELF ADVOCACY	Accommodations clear? Known preferences? Volunteer connection to pay (do they handle their own money)?
RESUME & COVER LETTER	Paper? Video? Includes life skills translated into work ski
INTERVIEWING PREP	Both what an employer asks and what you ask an emplo interviews for clear information on areas of strength and
JOB SEARCH SKILLS / SYSTEM	Personal /direct. Vendors are not headhunters. Develop search tracking with weekly search tasks between appoi
HEALTH & SAFETY	Check HR resources and policies (or ask us, we have a sure to include Internet safety. Technology to connect (te coach/employer) is a vital tool for safe community travel.
COMMUNITY RESOURCES	Deaf Community Supports? Fire Dept? Police? Etc.
TRANSPORTATION	Will make or break employment success. Make sure poli holiday schedule, bad weather, etc, effect those on public ACCESS bus system. Travel Trainer needed?
LEISURE	Balance of work and play is vital. Understanding spendin
INDEPENDENT LIVING SKILLS	Evaluation & training through DVR, DDA. Stable life = sta

9:32 PM

Undo Incentives-1



ABLE OPPORTUNITIES
P.O. Box 468 • Hansville, WA 98340 • 360.638.0881 Voice/TTY •
Jennifer L. White • Jennifer@AbleOpportunities.com

Information about Supports Available when Employing People with Disabilities

We have briefly outlined a few programs that offer incentives and support designed to enable a strong partnership between employees with disabilities and their employers. In essence, they are designed to level the playing field and give people with disabilities equal access to competitive employment. This is not an exhaustive list. If you would like more information about the programs outlined below or information about other programs, please feel free to call us at 360-638-0881.

The **Developmental Disabilities Administration (DDA)** provides a variety of services that enable people with developmental disabilities to live with dignity and self-respect, and dignity as contributing members of their communities. The county in WA State has a coordinator of adult services who oversees the coordination of vocational service vendors who provide employment specialists that support individuals to meet their career goals. These providers can offer long-term coaching to ensure gainful employment in integrated settings in the community.

The **Division of Vocational Rehabilitation (DVR)** offers Vocational Rehabilitation services to eligible individuals with physical or mental disabilities that may prevent them from obtaining or maintaining employment.

Numbers for Reporting and Charts

- Once all staff were trained on using iPads for reporting, tracking and creating- Paperwork was reduced by 50%!!

Spreadsheets Undo AO REPORT FORM copy + + + +

+ Monthly Stats Daily Notes

LAST NAME, FIRST NAME, MONTH, YEAR
Able Opportunities, Inc., Coach Name

Goal 1.
Goal 2.
Goal 3.

		Customer Stats			Coach Stats			
SERVICE		Work	Vol	Learn	Prep	Develop	Coach	Report
TOTALS		0.00	0.00	0.00	0.00	0.00	0.00	0.00
Hourly rate:		Earnings:			0.00			

WEEK ONE

SHIFT	Date	Work	Vol	Learn	Prep	Develop	Coach	Report
Mon								
Tues								
Wed								
Thu								
Fri								
		0	0	0	0	0	0	0

WEEK TWO

SHIFT	Date	Work	Vol	Learn	Prep	Develop	Coach	Report
Mon								
Tues								
Wed								
Thu								
Fri								
		0	0	0	0	0	0	0

WEEK THREE

SHIFT	Date	Work	Vol	Learn	Prep	Develop	Coach	Report
Mon								
Tues								
Wed								
Thu								
Fri								
		0	0	0	0	0	0	0

WEEK FOUR

SHIFT	Date	Work	Vol	Learn	Prep	Develop	Coach	Report
Mon								
Tues								
Wed								
Thu								
Fri								
		0	0	0	0	0	0	0



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Favorite STAFF Apps

We use these regularly for efficiency.





1Password a simple app that requires a password, where you can write down all of your other passwords so you only have to remember one!!



Egnyte - a HIPAA compliant cloud site where you can store confidential files. You can invite others to a file thru an encrypted link.



Genius Scan - take a photo of receipts or documents, batch together, send easily. Note- the IRS accepts scanned receipts.



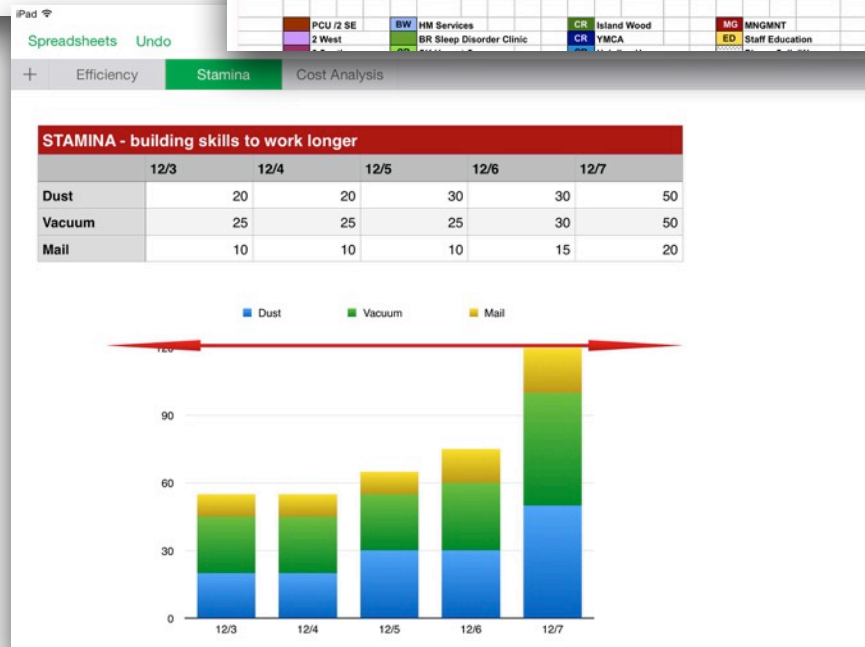
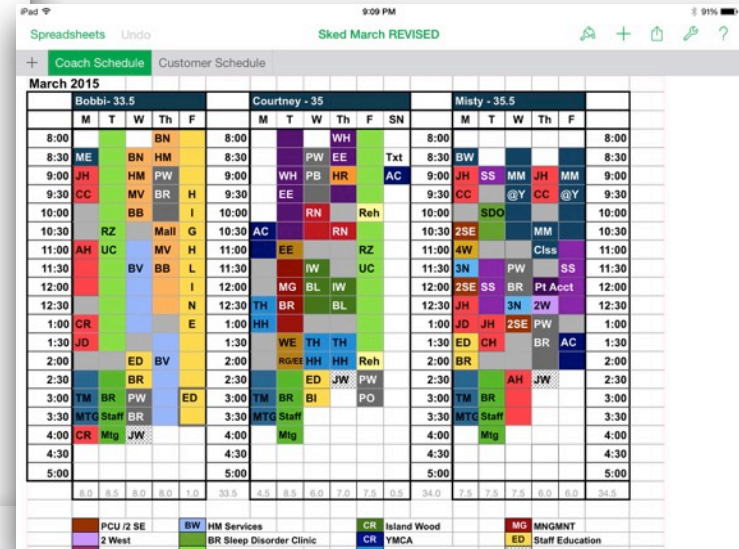
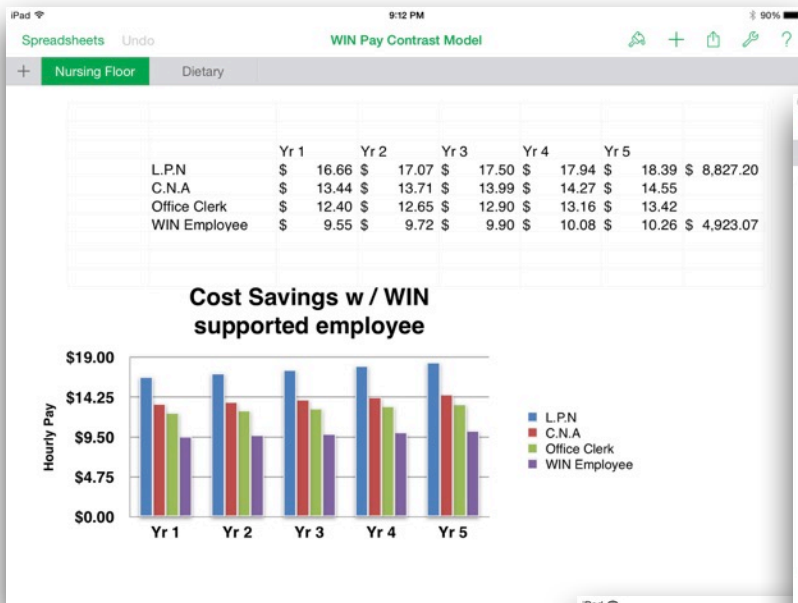
Glide - video messaging. Popular in the deaf community!



Tips - Keep up with cool updates. Open and swipe through the newest or select a collection by category.



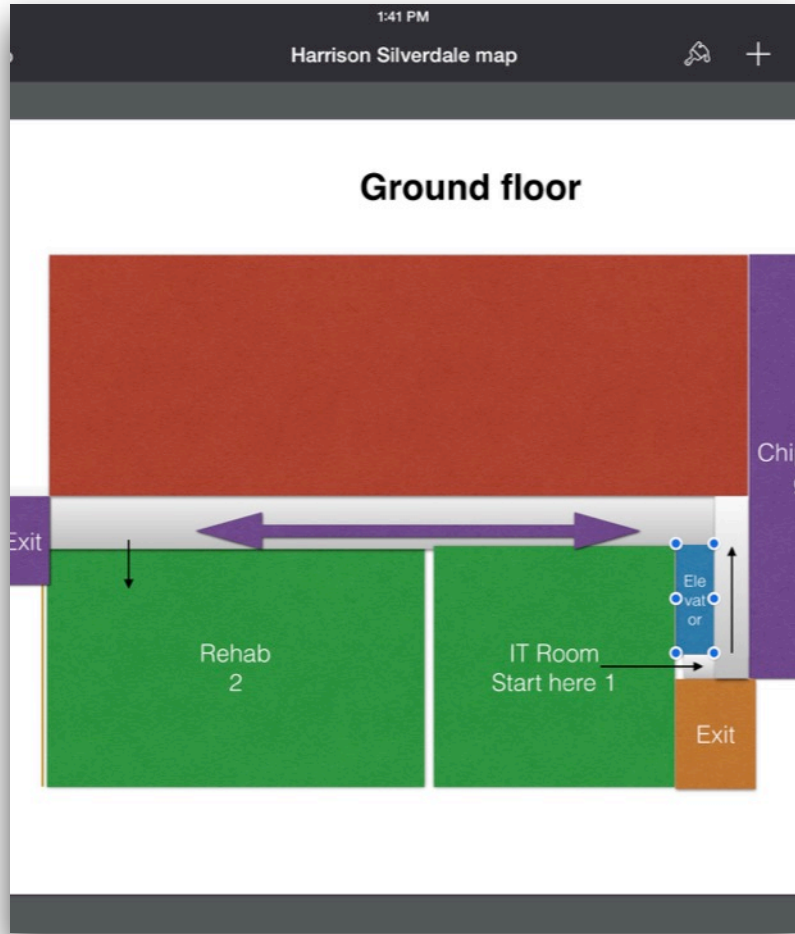
Pandora - Enter the name of a musician / band and Pandora creates a station of them and similar music. Great for calming at a worksite.



- Cost Analysis
- Schedules
- Production

Keynote for Mapping

- **Orientation to a new work site**
- **Placement of work areas**
- **Names of people seated throughout departments**
- **Etc. Etc. Etc.**



iMovies !!!

- **Capture and show a work site in preparation for the first day**
- **Footage of new co-workers**
- **Education about support communication or needs**
- **Person Centered Plans**
- **Video resumes**
- **Video Brochures**



Employer Engagement

Video Resumes allow individuals direct communication with employers. Employers note a preference for the structure similar to a paper resume.

- **iMovie Walk Thru**
- **Video Resume How To**

Video Brochures and Marketing allow business minded presentations specific to a company or industry.

- **Brochure Clip**
- **Marketing Clip**

Accessibility

Google

[Android Accessibility Features](#)

Apple

[iPad Accessibility Features](#)

Microsoft

[Surface Accessibility Features](#)

NATIONAL PROJECTS

[ATAP](#)

[RESNA](#)

[PEAT](#)

[Dual Sensory Loss- iCan Connect Projects](#)

Safety

Companion App



Friends and family can track your movements between points on a live map. If your phone drops, you run, or don't respond in 15 seconds, police and companions are alerted.

Parachute (previously Witness)



Allows film capture and alert- livestream emergencies

Life 360



Track family members/groups

FaceTime & Video Calls



**Train to find street signs, cross streets
and landmarks for communication
about location.**



Camera








Notability

iPad 11:42 AM 90%

Dust on & around Coffee Shelves



Dust rags in kitchen


Make sure top is dusted



Pull out machines, wipe all areas


DRAW TYPE HIGHLIGHT

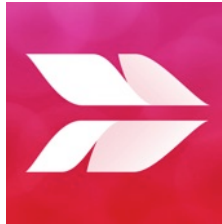
Experiment with tool, something on a stick? Dampened? Something easy to reach places and stays physically stable.


Clean around EVERYTHING

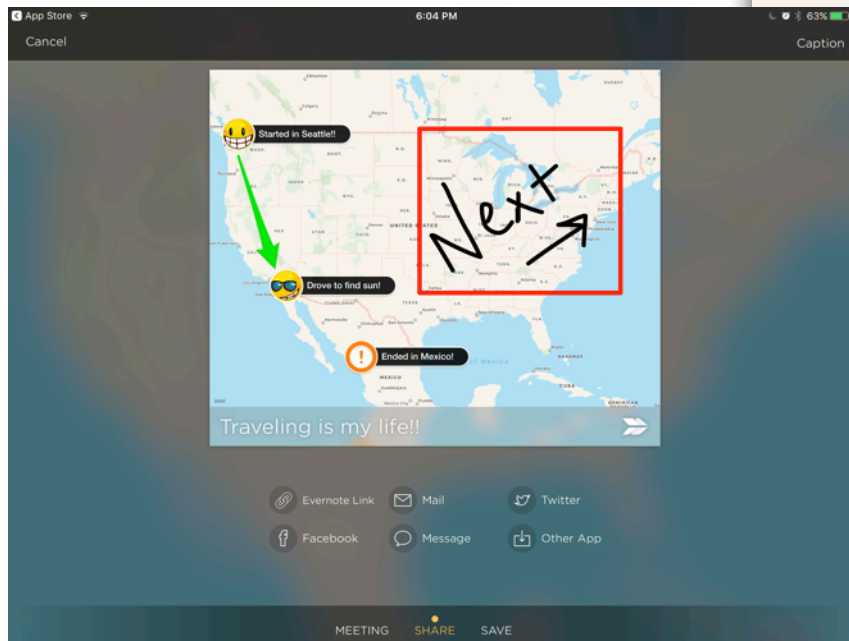
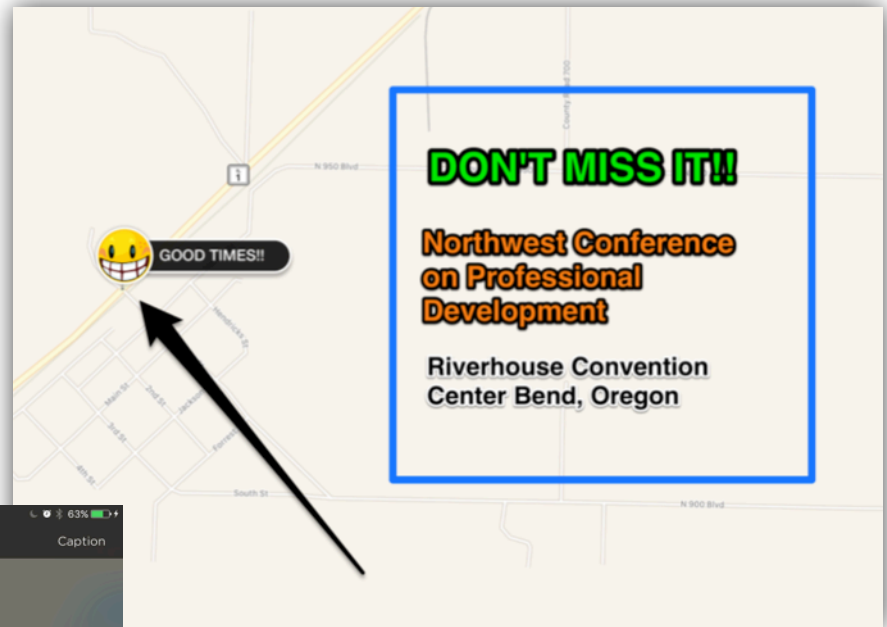
- * Clean inside sink using bar keepers friend
- * Gloves above all hand sinks


Or use simple green


For fine polish on occasion

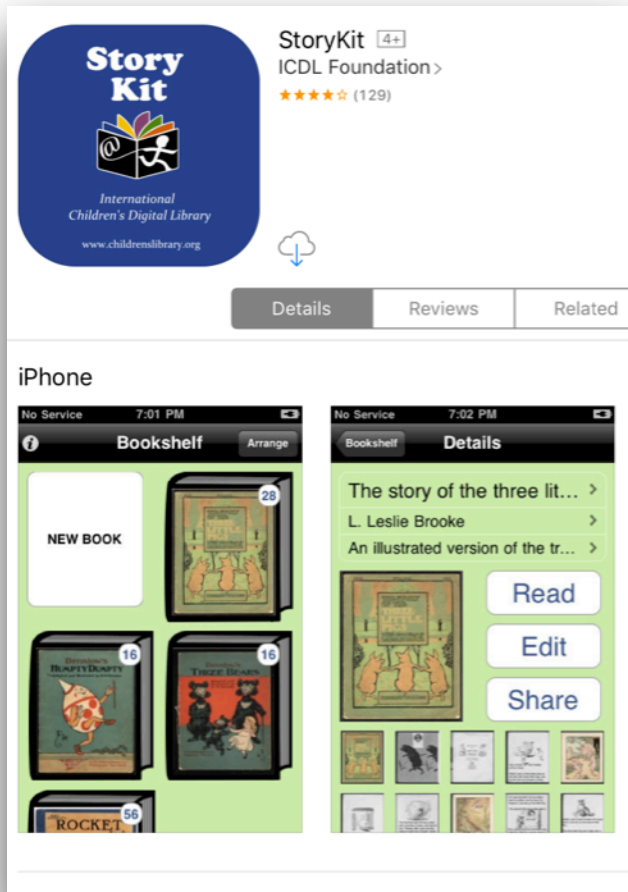


SKITCH



Tag Maps & Photos





Commonly used apps for creating task lists. iPhoto is also used by taking pictures, then adding them in order into an album.

QR Codes & Scanning Apps

Create a free QR (quick response) code thru a website.

Ex) www.QRStuff.com

Download one of the many QR Scanning Apps. For example:

- **Free QR Code**
- **QR Scanner**
- **Scanbot**

Point your phone at the QR code and it will direct you to the link you assigned. Try it with these codes.



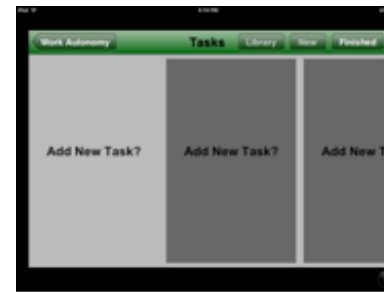


WORK AUTONOMY

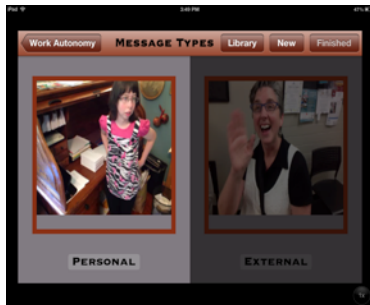
A PERSON-CENTERED ACCOMMODATION TOOL

Now Available on iTunes

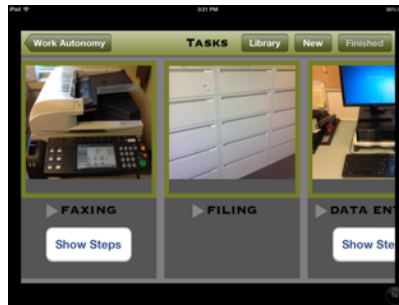
Work Autonomy allows accommodation to some of the greatest barriers in the work place: communication with customers, co-workers and supervisors, tracking expectations, and understanding the relationship between production and earnings.



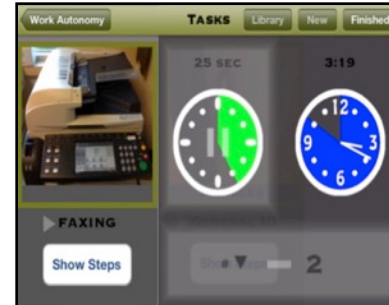
Set colors, font, sections to meet accommodation needs. Capture video, photo, text, and/or voice for messages and a work schedule. Set work parameters, then...



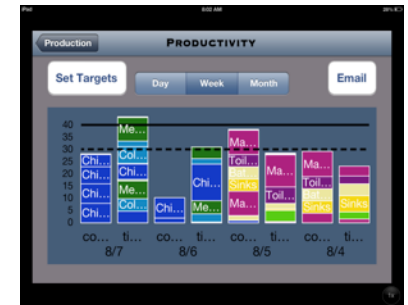
Play Messages



Track Schedule



Track Expectations



Track Production

Next Steps- Technology as Equalizer

- **Assess how you are using low/high tech accommodations. Can they be improved to increase autonomy?**
- **Build systems together. Start with telling stories across environments, ordering favorites at a restaurant, etc. Then move into choice making.**
- **Train on tools that track steps and expectations.**
- **Connect production to earnings, then earnings to spending & saving.**
- **Work with employers to create concrete visual reporting tools that increase employer/employee connection and understanding of work expectations.**
- **Strengthen the habit of teaching to a tool that can be used instead of the coach or support staff. Train staff to adopt this skill set.**
- **Email me jennifer@ableopps.com to be added to my shared resources file**



PLAN, MODEL, TRAIN

“A habit cannot be tossed out a window, it must be coaxed down the stairs a step at a time.”

Mark Twain

**Able Opportunities, Inc. offers facilitated meetings for agencies to design plans that address the incorporation of new strategies and tools. Plans identify sources for:
Funding, Thought Change, Accommodations, Staffing Needs, Education, Strategic Planning, and Collaborative Partners.**



The Change Paradigm



ABLE OPPORTUNITIES, INC.

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Identify the Issue, Identify What is Needed for Change

ISSUE	EXAMPLES
Funding	Identify current sources, possible sources and black holes where there is no identified funding. Explore braided funding, bartering with collaborators, etc.
Thought Change	We work in social justice. Set the bar of potential in the right place. How do we keep going, continue to create innovative accommodations, invest in the time it takes to set the bar higher? How do we get out of the way?
Accommodations	The right tool can change everything. Eval communication tools. Do PWDs have direct interactions with coworkers and employers? Does the PWD understand their earnings, that production = earnings, can they report directly to their supervisor about their work?
Staffing	Hours needed and funded to complete goals and collaborate with partners. How much can we work into current rhythms of service and reporting? Who is invested in this change? Find your champions, train them.
Education	Ongoing training provided to utilize tools and strategies. Ability to build new tools/strategies/ revenue streams/partners through research, education and project pitch.
Strategic Planning	Identify company goals that include priority of tools and strategies. Ex. Within the next year, ACME Placement Services will support 5 customers to develop video resumes.
Collaborative Partners	How can we leverage the mission and values of potential partners and find trades beneficial to both parties? Ex) HS students have senior project requirements. Is there a student or students interested in promoting positive images and stories of PWD through a social media campaign? Ex) One Stops are tasked with becoming more accessible to PWDs. Trade an office space where you meet with customers exposing them to accommodations, act as information and referral. You also have access to a new set of employers seeking employees.



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